Table 10 Processing Time for Complaints Concluded

(A) Processing Time for Complaints Concluded

TIME \ YEAR	2000/01	2001/02 (10 1/2 months)	2002/03	2003/04	2004/05
Less than 1 month	56.5%	53.7%	59.2%	56.4%	**52.8%**
1 – 3 months	20.5%	18.3%	15.1%	14.8%	**12.5%**
3 – 6 months	20.5%	22.6%	24.0%	27.0%	**32.9%**
6 – 9 months	1.7%	2.1%	0.9%	1.0%	**1.0%**
9 – 12 months	0.6%	0.9%	0.3%	0.4%	**0.6%**
More than 12 months	0.2%	2.4%	0.5%	0.4%	**0.2%**
Total	**3,476**	**3,790**	**4,370**	**4,345**	**5,023**

(B) Processing Time for Complaints Concluded by Full Investigation and Other Modes

TIME \ YEAR	2000/01	2001/02 (10 1/2 months)	2002/03	2003/04	2004/05
Concluded by full investigation					
Less than 3 months	6.8%	0.3%	0.8%	37.7%	**0.8%**
3 – 6 months	49.7%	50.8%	56.5%	45.4%	**36.8%**
6 – 9 months	26.1%	13.6%	14.5%	8.4%	**28.8%**
9 – 12 months	13.7%	8.4%	9.7%	3.9%	**24.8%**
More than 12 months	3.7%	26.9%	18.5%	4.6%	**8.8%**
Number of complaints	**161**	**331**	**124**	**284**	**125**
Concluded by other modes (i.e. Item E in Table 1 excludes complaints concluded by full investigation)					
Less than 1 month	59.3%	58.8%	60.9%	60.3%	**54.1%**
1 – 3 months	21.2%	20.0%	15.5%	13.2%	**12.8%**
3 – 6 months	19.0%	19.9%	23.1%	25.7%	**32.8%**
6 – 9 months	0.5%	1.0%	0.4%	0.5%	**0.3%**
9 – 12 months	0.0%	0.2%	0.1%	0.2%	**0.0%**
More than 12 months	0.0%	0.1%	0.0%	0.1%	**0.0%**
Number of complaints	**3,315**	**3,459**	**4,246**	**4,061**	**4,898**